

## Complaint Handling Procedure

The following pages conform our Complaint Handling Procedure; however, we have had to attach this addendum as of 26 March 2020.

Due to the current crisis involving COVID-19, and following Government guidelines, iamsold Ltd have taken steps to ensure the health & safety of our staff does not become compromised. Therefore, we will no longer be in receipt of incoming post via Royal Mail until further notice.

To ensure there are no delays to your complaint, please ensure you do not send any complaints in writing to us via our Head Office address. All formal complaints must be sent via:

- our website at [www.iamsold.co.uk/contact/complaint](http://www.iamsold.co.uk/contact/complaint) or;
- email to [CustomerServices@iam-sold.co.uk](mailto:CustomerServices@iam-sold.co.uk)

We are sorry for any inconvenience this may cause.

Warmest regards,



Stevie Scott  
**Customer Service Manager**

## Complaint Handling Procedure

### Our Policy

At iamsold Ltd we strive to provide our customers with a first-class service on every occasion. However, if you believe we have made a mistake, or you are dissatisfied with the service you have received, then please let us know so that we can look to put it right.

We aim to offer a clear and transparent procedure in dealing with complaints and aim to resolve every complaint verbally within 2 working days of a verbal submission.

### Our Procedure

#### Stage 1:

If you are or have been unhappy with the service received by iamsold Ltd, then please call and discuss this with a member of our staff in the first instance. You can do this by calling a member of our Auction Team on **0345 646 0302** or a member of our Customer Service Team on **0191 605 3209**.

We may need time to investigate your complaint and respond back to you. We will endeavour to provide a response to resolve your complaint within 2 working days.

If we are able to resolve your complaint the matter will conclude; however, if you remain unhappy you may request the matter is escalated. This would be escalated to a dedicated Complaint Handler within the Customer Service Team.

#### Stage 2:

##### *Verbal Complaint -*

The dedicated Complaint Handler will contact you within 2 working days to discuss your complaint.

They will then investigate your complaint and provide an outcome of their investigation to you verbally within 3 working days. However, in exceptional cases we may need to extend this timescale and you will be kept fully informed with an explanation provided.

##### *Written Complaint -*

If a complaint is received in writing via letter, email or our website, then the complaint will automatically commence at Stage 2 of this procedure. The complaint will be acknowledged within 3 working days by a dedicated Complaint Handler and a formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint. However, in exceptional cases we may need to extend this timescale and you will be kept fully informed with an explanation provided.

If the response is satisfactory the matter will conclude; however, if you remain unhappy you will be advised to refer the matter in writing to the Customer Service Manager.

#### Stage 3:

You will be required to provide a formal written complaint in full, confirming your exact complaint points and the reasons why you remain unhappy, to the following address:

**Customer Service Manager  
iamsold Ltd  
6th Floor, Arden House  
Regent Centre  
Newcastle upon Tyne  
NE3 3LU**

This provides you with the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction.



Upon receiving your written complaint, you will be sent a letter of acknowledgment within 3 working days and a full investigation will be conducted by the Customer Service Manager.

A formal written outcome of their investigation will be issued within 15 working days from the date of the letter of acknowledgment. However, in exceptional cases we may need to extend this timescale and you will be kept fully informed with an explanation provided.

In all but exceptional cases, complaints will be dealt with by the end of an 8-week period following the receipt of your original complaint, at which point iamsold Ltd will have given you a final view letter. This letter will be accompanied by The Property Ombudsman Consumer Guide.

Should you be satisfied with the outcome the matter will conclude; however, if we are unable to agree a resolve to your complaint you will have the opportunity to refer your complaint to the final stage of our complaints procedure, this being to The Property Ombudsman.

### **Final Stage – The Property Ombudsman:**

**Telephone:** 01722 333306      **Web:** [www.tpos.co.uk](http://www.tpos.co.uk)

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP

Please note that The Property Ombudsman will not investigate your complaint before you have completed our complaints procedure first and received a letter from us issuing a final response.

The Property Ombudsman will consider your complaint and take into account any points already addressed by iamsold Ltd.

The Property Ombudsman may however refuse to investigate a complaint with reference to something that happened more than 12 months previously, or where you have referred your complaint to them more than 12 months following receipt of our response, settlement or final offer.

The Property Ombudsman's Office may attempt to settle the dispute by agreement between yourself and iamsold Ltd. If this is unsuccessful, they will consider all relevant factors and make a decision according to what they believe to be fair in all circumstances.

The Property Ombudsman will send their decision both to you and iamsold Ltd, following which you can accept or reject the decision provided. If you reject the decision of The Property Ombudsman your legal rights remain unaffected.

v2.0 – March 2020